

## **Outbound Personal Property**

### **➤ Personal Property Shipment Request**

This section discusses scheduling a PCS, ETS, Retirement move, Local move or Intra-theater move. Please keep in mind that pickup and pack-out can occur on weekdays only (Local Holidays excluded) and that you must have orders to schedule your PCS transportation.

**To schedule your transportation appointment report to the Installation Transportation Office at Bldg 7109 with a set of orders and, if a POV need to be shipped, the copy of the vehicle registration during the hours of operation:**

**M-F, 0730-1200 and 1230-1600 (Except Local and US Holidays)**

#### **○ Household Goods Shipments**

A successful move is the result of planning and hard work. At the center of these efforts are you the shipper. If you expect a good move, you must play an active role. The entitlement of transportation of household goods accrues and becomes fixed on the effective date of the orders directing PCS or TDY. Your prescribed weight allowance is based on the grade or rating held on the effective date of the orders authorizing the shipment of property.

#### **○ What You May Ship As Household Goods**

You may ship all personal property associated with the home and all personal effects belonging to you and your dependents on the effective date of the orders of your permanent or temporary change of station orders. Also included are spare parts for a privately owned vehicle (extra tires and wheels, tire chains, tools, battery chargers, accessories) and a pickup tailgate when removed to install a camper. Snowmobiles, motorcycles, mopeds and golf carts may be shipped as household goods. You may ship alcohol separately from your HHG shipment, however this is very expensive and you will be reimbursed at the same rate the government would have paid to ship a like weight in household goods. Roughly speaking, you will be reimbursed for only 25-30% of your expenses. You are required to contact your ITO for prior approval to ship alcohol.

#### **○ What You May Not Ship As Household Goods**

Airplanes, automobiles, trucks, vans and similar motor vehicles; camper trailers; farm equipment. You have a separate entitlement for your privately owned vehicle when moving to, from or between overseas duty stations.) Live animals not required in the performance of official duties, including birds, fish and reptiles; Articles of household goods acquired after the effective date of the orders; Cordwood and building materials; Property for resale, disposal or commercial use rather than for use by the member and dependents; Privately owned live ammunition, powder, primers or igniting devices. Local laws or carrier regulations may prohibit commercial shipment of certain articles not listed above. Laws and regulations prohibit articles liable to impregnate or otherwise damage equipment or other property - for example, hazardous materials including explosives, flammable and corrosive materials and poisons.

- For more information on the PCS process and your entitlements and responsibilities you can download and read Army Pamphlet 55-2 "It's your Move" at: [http://www.usapa.army.mil/pdffiles/p55\\_2.pdf](http://www.usapa.army.mil/pdffiles/p55_2.pdf)

### **➤ Unaccompanied Baggage Shipments**

- Unaccompanied Baggage is the portion of household goods that is shipped separately and apart, usually by an expedited mode, from the major items of furniture, which is required immediately upon or soon after you or your dependent's arrival at destination. Unaccompanied baggage may include but is not limited to clothing, uniforms, pots, pans, cribs, playpens, ironing boards, irons, coffee pots, toasters, small radios, portable television sets (less than 21 inches), small stereo components, portable sewing machines, portable air-conditioners, golf clubs and bags, and fishing equipment.
- Unaccompanied baggage may not include major items of furniture such as chairs, tables, cabinets, washers, dryers, freezers, large-size refrigerators, beds, mattresses, etc. The shipments of unaccompanied baggage are limited to your prescribed weight allowances authorized to, from, and between overseas stations and in some cases within CONUS. Shipments should be arranged to arrive at destination within 5 days of arrival of you or your dependents. Unaccompanied baggage shipments within CONUS are normally shipped with the household goods shipment and referred to as a partial delivery.

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### ➤ **Permanent Storage**

Permanent or Non-temporary storage (NTS) is generally authorized for those members making a permanent change of duty station from the CONUS/OCNUS to an overseas area. Personnel falling into this category can store all or part of the personal property, within the prescribed weight allowances. Permanent storage is commonly used to store personal property pending shipment overseas. This occurs when there is a shortage of housing suitable for dependents in the overseas area. Once the restriction is lifted, all or a portion of the property may be released and shipped to the new duty station. Permanent storage is authorized until the date at which you report to your new duty station. If you have permanent storage in CONUS that you want to have released and delivered to your new duty station you must make arrangements for this at the new duty station Transportation Office. This is because the shipment will be released from the warehouse and be delivered directly to the new residence. This is a very rapid delivery process and you must be at the new residence to take delivery.

For more information on the PCS process and your entitlements and responsibilities you can download and read Army Pamphlet 55-2 "It's your Move" at: [http://www.usapa.army.mil/pdffiles/p55\\_2.pdf](http://www.usapa.army.mil/pdffiles/p55_2.pdf)

### ➤ **Terminology and Definitions**

- Consumable Items - Members assigned to some overseas stations may be authorized a consumable goods allowance. As with professional books, papers and equipment, these items must be packed, marked and weighed separately. The inventory should identify them as "authorized consumables." Your counselor will advise you on this entitlement.
- Continental United States (CONUS) - Any location within the United States excluding Alaska and Hawaii.
- Effective Date of the Orders - For members being separated or retired, the effective date for determining the entitlement to travel and transportation allowances (authorized weight of HHG, eligibility for travel of dependents, etc.) is the last day of active duty. This doesn't apply to reservists being separated and recalled retired members who continue in an active duty status during the time allowed for return travel home. For those members, and members other than those being separated or retired, it is the date a member is required to begin travel from the old PDS, the member's home or place from which called (or ordered) to active duty, the last TDY station, or the designated place, whichever applies, in order to arrive at the new PDS, home, or

place from which called (or ordered) to active duty, on the date authorized by the mode of transportation authorized and/or used.

- Government Bill of Lading (GBL) - A document issued to a commercial carrier to procure transportation and related services for a shipment of personal property from origin to destination. The carrier should give you a blue copy of the GBL at time of pickup. A copy of the GBL is required when filing a claim.
- Permanent Change of Station (PCS) - The assignment, detail, or transfer of a member or unit to a different PDS under competent orders which neither specify the duty as temporary, nor provide for further assignment to a new PDS, or direct return to the old PDS. For the purpose of DLA, it includes relocation of a household due to military necessity or Government convenience within the corporate limits of the same city or town in connection with a transfer between activities. It includes a change in the homeport of a vessel or mobile unit. It also includes the change from home or from the place from which called (or ordered) to active duty to the first PDS
- Professional Books, Papers, and Equipment (PBP&E) - Anyone, regardless of rank or grade, is entitled to transportation of professional books, papers, and equipment (PBP&E). To be approved as PBP&E, an item must be necessary in the performance of your official duties. Retained OCIE is also considered professional equipment. If shipped as part of the unaccompanied baggage it must be supported by a copy of the CIF closing record. The weight of approved PBP&E is not charged against your weight allowance; the Government allows this entitlement as an extra benefit. Items designated as PBP&E include, but is not restricted, to the following:
  - Reference material and textbooks relating to service schools
  - Portable typewriter, portable tape recorder, and any other items of equipment required concerning your official duties
  - Specialized clothing, such as diving suits, astronaut's suits, flying suits and helmets, band uniforms, chaplains' vestments, and other specialized apparel not considered normal or usual uniform or clothing
  - Communication equipment used by members in association with the Military Affiliate Radio Systems (MARS)
  - Individually owned or specially issued field clothing and equipment
  - An official award given to a member by a uniformed service (or a component thereof) for the member's performance of service or by a professional society or organization or a U.S. or foreign Government for significant contributions by the member concerning official duties
  - PBP&E does not include sports or office equipment, household fixtures, shop fixtures or furniture (such as bookcases, study desks, file cabinets, and racks) of any kind, although used with professional books, papers, and equipment.
  - Required Delivery Date (RDD) - This is the date the carrier is required to have your property at destination. If the shipment does not arrive on the required delivery date, the TMO will initiate tracer actions on the next day.

- Temporary Duty (TDY) - Duty at one or more locations, other than the permanent duty station (PDS) at which a member performs TDY under orders which provide for further assignment, or pending further assignment, to a new PDS or for return to the old PDS upon completion of the TDY. It also includes that period spent at a location while processing for separation from the Service, release from active duty, placement on the temporary disability retired list, or retirement, when the last PDS is different from the location where processing is accomplished.

### ➤ Claims Information

Claims for loss or damage of your household goods are handled by the Claims office on Warner Barracks located in Bldg 7000. They can be reached at:

**DSN: 469-8411 or COMM: 0951-3008411**

The following tips will help you file a well-documented claim if any of your property is lost or damaged in shipment.

The inventory is the most crucial step in the process. You must control the packing and inventorying of your household goods. If items are not listed on the inventory you will encounter great difficulty getting reimbursed for any loss or damage. A common issue is that there were a lot of packers and movers making it hard to watch everything. Regardless, you must understand that you have to exercise control and authority over the move. If you are overwhelmed by the movers that you cannot observe your property being packed or listed on the inventory, call Quality Control (469-7488/8032/7968). **If you can't get a response contact the Transportation Office for the cell phone number of the Quality Control Inspector on duty.**

If you are not present for the move, make sure your spouse or agent knows what to do and arranges for help if necessary. If all else fails, make a statement on the inventory describing the problem. Ensure that the packers write adequate descriptions of the contents on the boxes and on the inventory. The packers do not have to list every item, but they are required to write the general category of the items on the outside of the boxes. The general category of each box (e.g. living room, master bath, toys, etc.) should also be written on the inventory. List items that normally wouldn't be packed in a certain box. Examples:

- tools packed in a box marked clothes; a lamp packed in a box marked "garage items". If you later claim for an item that would not reasonably be expected to be found in a certain box, you may not be paid for it.
- Ensure that the carrier employee who fills out your inventory is accurately describing the condition of your property. If you disagree with his/her notations on preexisting damage, write your exceptions at the bottom of each inventory sheet
- High value items must be listed on a separate inventory.
- Prepare your own personal inventory and gather substantiation of your major items. Before your move, make a list of the major items you own (i.e. furniture, electronic equipment, art objects). List the purchase prices and dates for these items and gather receipts, paid bills, pre-shipment and appraisals to substantiate. Take photographs to show the condition of the property. Keep this information separate from your household goods. Keep it with you when you move.

Concise inventories (personal and mover's) and substantiation of ownership and value will greatly assist you if you need to make a claim for loss or damage. After delivery, ensure you fill out the DD Form 1840/1840R to report any loss or damage.

### ➤ **DD Form 1840/1840R: (Joint Statement of Loss or Damage at Delivery)**

The DD Form 1840 is filled out at delivery. Take your time and list any loss or damage that you notice during delivery of your household goods. Ensure all items listed on the inventory are received at time of delivery, if there are missing items annotate them on the DD Form 1840 before the agent departs.

The DD Form 1840R is the reverse of the DD Form 1840 and has a different title: "Notice of Loss or Damage."

- The DD Form 1840R must be completed and received by the nearest claims office within 70 days after delivery. Respectively you have to contact the carrier's home office within 70-days of delivery if your shipment moved under the Department of the Army's new Personal Property Shipping Program's (formerly known as "Family First") Full Replacement Value concept. If you feel uncomfortable contacting a carrier directly, don't hesitate to contact the Bamberg Claims Office for assistance. If you mail the notification to the carrier's address listed on the DD1840/claims office allow time for it to arrive within 70 days.
- Properly filling out the DD Form 1840R and submitting in time is important for two reasons:
  1. The claims department of the Carrier or the Government may conclude that items not listed on a properly completed and timely filed submitted DD Form 1840R were either not shipped or were not damaged in shipment.
  2. The Government will deduct the amount that it could have recovered from the carrier, had a DD Form 1840R been timely filed with the carrier, from any amount payable to you on your claim. In many cases this will result in zero paid for any items not listed on the DD 1840R.

The reason is that the Government can usually recover 100% of the carrier's liability in the majority of shipments. But if you don't report the loss or damage on the 1840R, the Government can't recover any money and in turn will not pay you. Regardless of the size of the shipment, you must complete the DD Form 1840R within 70 days. Therefore you need to completely unpack to ensure sure you have found all loss or damage so that you can report it. You may file more than one DD Form 1840R if you discover loss or damage after you filed the first form, but all DD Form 1840s must be filed within the original 70 days. Ask the claims office for help with the form if you have any questions, don't let the 70 days expire without reporting all losses and damages.

One final comment - Submitting a DD Form 1840R to a carrier or Government claims office does not constitute filing a claim. This is merely the start of the claims process; you must file a formal claim within 2 years of the date of delivery of your shipment.